

**MICHIGAN DEPARTMENT OF CIVIL SERVICE
JOB SPECIFICATION**

QUALITY CONTROL MANAGER

JOB DESCRIPTION

Employees in this job direct the activities of quality control analysts involved in activities designed to measure and improve the accuracy and effectiveness of the processes used for the delivery of public assistance and services. The employee works within general methods and procedures and exercises considerable independent judgment to adapt and apply the guidelines to specific situations. The work requires knowledge of the policies, procedures, and regulations of quality control work and knowledge of supervisory techniques and personnel policies and procedures.

There are two classifications in this job. The classification level is determined by the application of the Professional Managerial Position Evaluation System.

Position Code Title – Quality Control Manager-1

Quality Control Manager 13

The employee functions as a first-line professional manager of professional positions in a standard work area, a first-line professional manager of a professional position in a complex work area, a first-line professional manager of nonprofessional positions in a complex work area, a first-line manager of a professional position in a standard work area receiving executive direction, or a first-line professional manager of nonprofessional positions in a standard work area receiving executive direction.

Position Code Title – Quality Control Manager-2

Quality Control Manager 14

The employee functions as a first-line professional manager of professional positions in a complex work area, as a first-line professional manager of professional positions in a standard work area receiving executive direction, a second-line professional manager of professional positions in a standard work area, a first-line manager of a professional position in a complex work area receiving executive direction, or a first-line professional manager of nonprofessional positions in a complex work area receiving executive direction.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Selects and assigns staff, ensuring equal employment opportunity in hiring and promotion.

QUALITY CONTROL MANAGER

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Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.

Evaluates and verifies employee performance through the review of completed work assignments and work techniques.

Identifies staff development and training needs and ensures that training is obtained.

Ensures proper labor relations and conditions of employment are maintained.

Maintains records, prepares reports, and composes correspondence relative to the work.

Reviews and verifies all cases for validity and accuracy; reviews public assistance cases to ascertain the correctness of client eligibility determinations and payment decision, and the appropriateness of the services provided.

Analyzes case records and interview information, subject to review by federal and state monitors, to determine the accuracy and timeliness of the agency's evaluation of client eligibility and need.

Analyzes the nature and cause of errors to identify areas needing improvement in the department's processes and systems for determining eligibility.

Reviews, analyzes, and resolves contested case reports.

Conducts interviews with clients and community sources to verify eligibility, correctness of payment decisions, and the appropriateness of the services programs provided.

Uses developed techniques to elicit cooperation and participation in potentially volatile situations.

Refers suspected fraud cases for review and investigation.

Serves as a liaison with staff and management concerning error trends and problem areas.

Provides technical assistance to local office, zone, county, and central office staff regarding specific human services program areas.

Performs related work appropriate to the classification as assigned.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

Thorough knowledge of federal and departmental quality control policies and financial assistance programs.

Thorough knowledge of procedures and forms used to determine client eligibility.

Thorough knowledge of interviewing techniques and methods for obtaining and communicating information.

Thorough knowledge of social services programs.

Thorough knowledge of equal employment practices.

Thorough knowledge of training and supervisory techniques.

Thorough knowledge of departmental employee policies and procedures.

Ability to instruct, direct, and evaluate employees.

Ability to interpret laws, rules, and regulations.

Ability to conduct investigative interviews.

Ability to develop and implement policies and procedures for quality control review.

Ability to maintain records, prepare reports, and conduct correspondence.

Ability to analyze and evaluate a variety of information.

Ability to communicate with others, both verbally and in writing.

Ability to maintain favorable public relations.

Working Conditions

Some jobs require travel.

Physical Requirements

None.

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Education

Possession of a bachelor's degree in social welfare, social work, human resources, human resources development, sociology, psychology, family ecology, consumer/community services, family and child development, counseling and guidance, education, or criminal justice.

Experience

Quality Control Manager 13

Two years of experience equivalent to a Quality Control Analyst P11.

OR

One year of experience equivalent to a Quality Control Analyst 12.

Quality Control Manager 14

Three years of experience equivalent to a Quality Control Analyst P11.

OR

Two years of experience equivalent to a Quality Control Analyst 12.

OR

One year of experience equivalent to a Quality Control Manager 13.

Special Requirements, Licenses, and Certifications

None.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code

QUACONMGR

Job Code Description

Quality Control Manager

Position Title

Quality Control Manager-1

Quality Control Manager-2

Position Code

QUACMGR1

QUACMGR2

Pay Schedule

NERE-140

NERE-143